<u>In the Claims:</u>

1.   (Currently Amended) A system for propagating exclusion records between a plurality of distributed call centers, each <u>of</u> said <u>plurality of distributed</u> call center<u>s</u> including a computer telephony integration (CTI) system having a dynamic data record exclusion system, said dynamic data record exclusion system having at least one exclusion table, said plurality of <u>distributed</u> call centers linked over a computer network, said ~~said~~ system comprising:

an exclusion record exporter and an exclusion record importer interfacing each said dynamic data record exclusion system for transferring exclusion records between said distributed call centers.

2.   (Original)   The system of claim 1, wherein said exclusion record exporter includes a transfer file for receiving and storing at least one exclusion table including at least one exclusion record from said dynamic data record exclusion system.

3.   (Original)   The system of claim 2, wherein said exclusion record exporter further includes a file transfer engine

for transferring said transfer file to at least one distributed

call center CTI system.

4.   (Original)   The system of claim 3, wherein said file

transfer engine comprises a file transfer script.

5.   (Original)   The system of claim 4, wherein said

computer network comprises a global computer network (Internet)

and said file transfer script comprises a file transfer protocol

(FTP) script.

6.   (Currently Amended) The system of claim 3, wherein said

exclusion record importer includes a defined directory for

receiving at least one transfer file transferred to said exclusion

record importer from at least one exclusion record exporter of

another ~~interfacing said at least one distributed call center~~

dynamic data record exclusion system.

7.   (Original)   The system of claim 6, wherein said

exclusion record importer further comprises an import engine for

searching said defined directory to identify if said defined

directory includes at least one new transfer file.

8.   (Original)   The system of claim 4, wherein said file

transfer engine further comprises an export temporary table, a

control table, a call center list table, a main script, and an

export script.

9.   (Original)   The system of claim 7, wherein said

import engine comprises a search script, an import script, and

an import temporary table.

10.   (Original)   The system of claim 8, wherein said call

center list table comprises an address field for holding an

address of a call center to which at least one exclusion record

should be sent and a date/time field for holding a date and time

that a last exclusion table was sent.

11.   (Currently Amended) The system of claim 8, wherein said

control table comprises: a name field for holding a name of an

exclusion table that should be exported to said plurality of

distributed ~~networked~~ call centers; a record number field for

holding a record number for a last exclusion record that was

exported to said plurality of <u>distributed</u> ~~networked~~ call centers;

and a date/time field for holding a date and time for that said

last exclusion record that was exported to said plurality of

networked CTI systems.

12. <u>(Original)</u> The system of claim 8, wherein said

export temporary table comprises: a record number field for

holding at least one record number for an exclusion record to be

exported received from said exclusion table; a date/time field for

holding a date and time that said at least one exclusion record

was added to said exclusion table; and an exclusion data field for

holding exclusion date for each exclusion record received from

said exclusion table.

13. <u>(Original)</u> The system of claim 9, wherein said

import temporary table comprises: a record number field for

holding at least one record number for an exclusion record to be

imported from at least one of said plurality of networked call

centers; a date/time field for holding a date and time that said

at least one exclusion record was added to said exclusion table;

and an exclusion data field for holding exclusion date for each

imported exclusion record.

14. (Original)   A method of propagating exclusion

records between a plurality of distributed call centers, each said

call center including a computer telephony integration (CTI)

system having a dynamic data record exclusion system, said dynamic

data record exclusion system having at least one exclusion table,

said plurality of call centers linked over a computer network,

said said method comprising the steps of:

maintaining at least one exclusion table in said first call

center's dynamic data record exclusion system, said at least one

exclusion table for holding at least one exclusion record;

sending said at least one exclusion table including said at

least one exclusion record and a list of distributed call center

CTI systems to which said at least one exclusion table should be

exported to an exclusion record exporter;

saving said at least one exclusion table including at least

one exclusion record to be exported in a transfer file;

transferring said transfer file to a defined directory at

said at least one distributed call center CTI system;

searching, using an exclusion record importer, said defined

directory to identify if at least one new file has been

transferred to said defined directory; and

copying said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.